WRITTEN IN May 2026

Hendersonville Police Department

MULTI-YEAR STRATEGIC PLAN

2026-2029



CALEA®
THE GOLD STANDARD IN PUBLIC SAFETY

THE CITY OF HENDERSONVILLE · N.C. · 1847



A WORD FROM THE CHIEF

This Strategic Plan outlines a clear and thoughtful path as we continue to grow and adapt. It builds upon the foundation established by our previous plan and carries forward initiatives that refine our priorities based upon performance data, internal review, and community needs. Our objectives focus on effective policing, strong leadership, and meaningful engagement with the community in a changing public safety environment.

This document is intended to be both a guide and a commitment. It outlines specific goals and action steps designed to strengthen daily operations, support our personnel, responsibly integrate technology, and ready us to meet the challenges ahead. Progress will be reviewed regularly to ensure the plan remains responsive to city priorities and our community.

Public trust and accountability are central to our mission. This document serves as a roadmap to strengthen our organization, support our personnel, leverage technology responsibly, and enhance public safety while remaining open and accountable to you. It also reflects our belief that success is achieved when we work together.

With this plan, we remain committed to professionalism, respect, and integrity. We will always work to improve community safety, strengthen public trust, and uphold the high standards of our profession. #MountainExcellence

BLAIR MYHAND
CHIEF OF POLICE

"IF YOU DON'T KNOW WHERE YOU'VE COME FROM, YOU DON'T KNOW WHERE YOU'RE GOING."
-MAYA ANGELOU



HISTORY

We are proud of the history of our department and the men and women who have served the City of Hendersonville since 1847.

Hendersonville was founded in 1847. The town was originally patrolled by a group of volunteers during the early years. The first official Police Department was housed in the Hendersonville Town Hall building, built in 1893 and torn down in 1925. The Town Hall also housed the Fire Department and served as an opera hall.

The first town Marshal to use the new Town Hall was J. A. Bryson, and the last was Chief Otis Powers.



Hendersonville's First Town Hall



Chief Otis Powers on his horse

The new City Hall building was completed in 1928. Originally the Police and Fire Departments were on the ground floor, a courtroom on the second floor, administrative offices on the third floor, and the city jail on the fourth floor.

The Police Department moved from City Hall in the late 1960s to the former Times-News building on Sixth Avenue East, directly behind City Hall.

In early 2005, the entire Police operation was moved back to City Hall, and the old Police Department on Sixth Avenue was demolished.

In late 2021, the first police station specifically designed for the Hendersonville Police Department opened at 630 Ashe Street.



City Hall Circa 1940, PD was located on the ground floor until the late 1960s



Former Times News Building,
Housed PD from the late 1960s - 2005



After City Hall was renovated
PD moved back in 2005 until 2021



PD found their new home on Ashe Street
in September of 2021

MISSION

Serve with excellence



VISION

Be a leader in
21st Century Policing



VALUES

INTEGRITY

WE UPHOLD THE HIGHEST STANDARDS OF HONESTY, NO MATTER THE COST. OUR CHARACTER IS SHOWN THROUGH OUR ETHICAL CONDUCT WITHOUT DEFERENCE TO THE INDIVIDUAL, SITUATION, OR THE OUTCOME. DOING WHAT IS RIGHT IS OUR HIGHEST GUIDING PRINCIPLE.

RESPECT

WE SERVE WITH UNDERSTANDING, OPENNESS, AND KINDNESS. WE BELIEVE EVERYONE SHOULD BE TREATED EQUALLY REGARDLESS OF OUR DIFFERENCES AND WE ACT ACCORDINGLY. YOU HAVE VALUE.

PROFESSIONALISM

SERVING IN A MEANINGFUL WAY IS DONE BY SKILLED INDIVIDUALS, IRRESPECTIVE OF STRESS, INCONVENIENCE, OR CONTEMPT. TRAINING AND EDUCATION ENHANCE OUR KNOWLEDGE, SKILLS, AND ABILITIES.
WE GROW FROM OUR PAST; NOT ROOT OURSELVES IN IT.

EXECUTIVE COMMAND STAFF

The senior leadership of the Hendersonville Police Department is comprised of the Chief of Police and three Captains. Each Captain manages their respective branch: Patrol, Support, and Communications and Technology.



CHIEF OF POLICE
Blair Myhand



CAPTAIN
Trae Laws

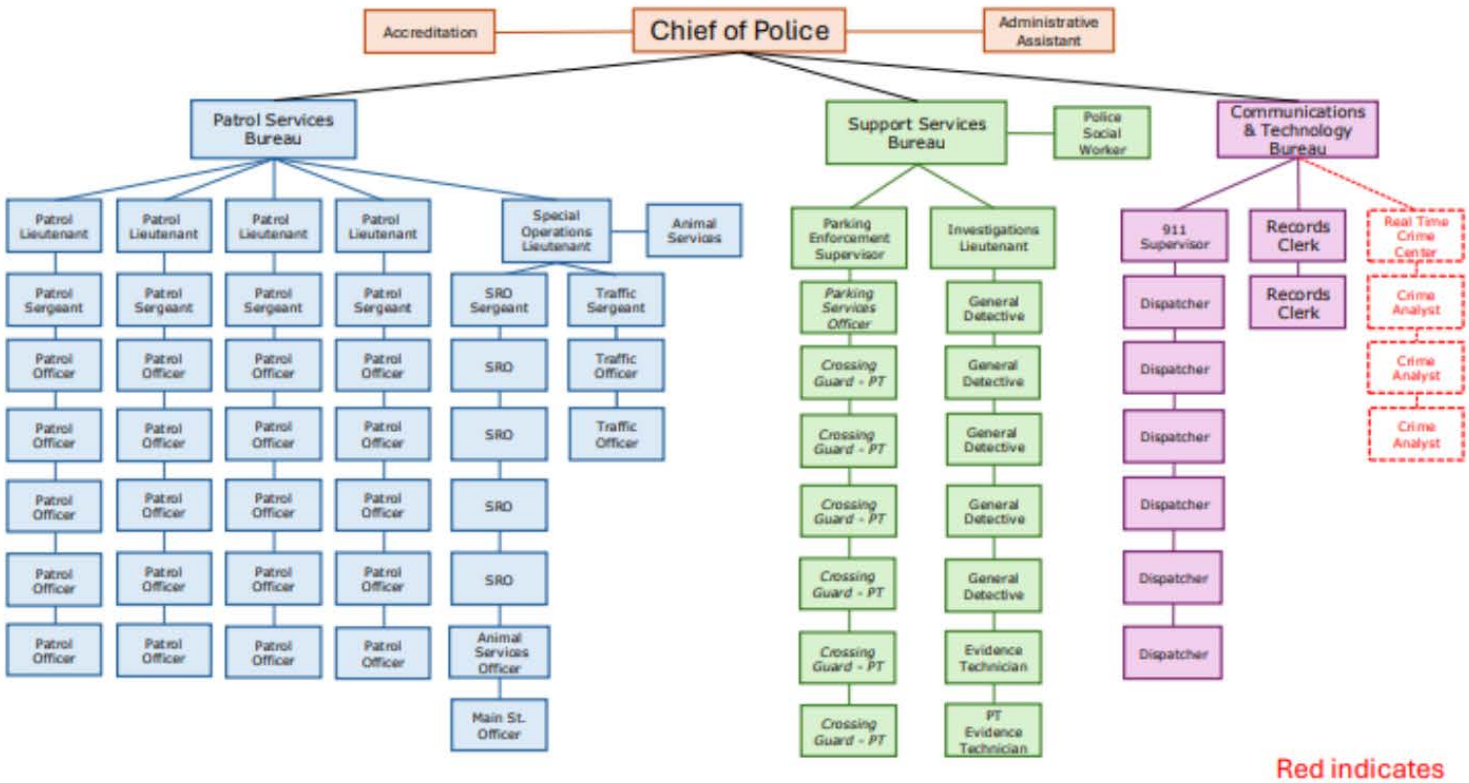


CAPTAIN Robert Cantwell



Communications & Technology Manager
Amber Kleppe

ORGANIZATIONAL STRUCTURE



Red indicates future position

FOCUS AREAS

These five focus areas were selected based on input from staff and the public.

We selected these topics because they represent the most critical steps to building a safe community - which is our goal.



Policy and Operational Excellence

Facility and Infrastructure Development

Technology, Crime Reduction, and Public Safety

Staffing, Recruitment, and Retention

Community Engagement and Trust

Policy and Operational Excellence

Strengthening policy and operational excellence ensures the department maintains effective, accountable, and professional operations while adapting to evolving community needs, industry standards, and organizational demands. Establishing strong systems and consistent processes enhances efficiency, reduces risk, supports employee performance, and promotes public trust. A commitment to continuous assessment and improvement allows the department to make informed decisions and sustain high-quality service delivery.

Maintain Accreditation

Conduct Workload Analysis

Maintain a Policy Review Cycle

Expand Data-Driven Decision Making



Policy and Operational Excellence

1.1 - Maintain Accreditation

Conduct Yearly Mock Audits
Update Proofs of Compliance
Address Corrective Actions from Prior Assessments
Submit Annual Compliance Report

1.2 - Conduct Staffing and Workload Analysis

Compile Three Years of Calls for Service Data
Evaluate Shift Staffing and Workload Ratios
Present Recomendations to Chief of Police

1.3 - Policy Review Cycle

Implement Policy Audit Calendar
Assign Policy Owners for Review
Publish Updates on Transparency Portal
Annual First Quarter Review of Legislative and Judicial Updates to Ensure Policy Compliance

1.4 - Expand Data-Driven Decision Making

Research, Pilot, and Implement Dashboard Technology
Utlize Crime and Motor Vehicle Crash Data to Inform Staffing Deployment Plans

Facility And Infrastructure Development

Investing in facility infrastructure development ensures the department can effectively support current operations while preparing for future organizational growth, technological advancements, and evolving service demands. Adequate facilities directly impact operational efficiency, employee productivity, safety, training capabilities, and the department's ability to deliver quality services to the community. Long-term planning creates a proactive approach that reduces reactive spending, maximizes resources, and supports sustainable growth.

Conduct 20-Year Facility Needs Assessment

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Develop Facility Expansion Plan

▼

Integrate with Capital Improvement Planning



Facility And Infrastructure Development

2.1 - Conduct a 20-Year Facility Needs Assessment

Select a Consultant for Space and Facility Needs

Conduct a Site Analysis

Deliver Assessment Report to City Manager

2.2 - Develop Facility Expansion Plan

Use Site Assessment Results to Draft Phased Facility Plan

Identify Training, Technology, and Unit Space Requirements

Prepare Budget Estimates

2.3 - Integrate with Capital Improvement Planning

Present Facility Expansion Proposal to City Manager



Technology, Crime Reduction, and Public Safety

Enhancing technology, crime reduction strategies, and public safety capabilities positions the department to proactively address emerging threats, improve operational effectiveness, and strengthen community safety. As criminal activity, public safety challenges, and technological capabilities continue to evolve, the department must implement modern tools, strategic staffing, and data-informed approaches to improve response capabilities and support evidence-based policing practices. Investing in technology and specialized resources increases situational awareness, improves efficiency, and enhances the department's ability to prevent and respond to crime while maintaining community trust.

- **Add Crime Analyst / Intelligence Position**
- **Evaluate the Need for More Focused Crime Prevention Ordinances**
- **Expand Sworn Staffing**
- **Develop Real-Time Crime Center**
- **Create Drone Program**
- **Implement Emerging Technology**
- **Enhance Event Security Operations**



Technology, Crime Reduction, and Public Safety

3.1 - Expand Sworn Staffing

Use Workload Analysis to Evaluate Sworn Officer Staffing Needs
Budget and Recruit for New Positions
Refine Onboarding and Training of Newly Hired Employees

3.2 - Develop Real-Time Crime Center (RTCC)

Identify RTCC Facility Space
Research and Define Technolgy, Staffing Model, and Integration Plan
Identify Funding Needs and Integrate with Capital Planning

3.3 - Create UAS (Drone Program)

Procure Departments First Drones
Certify New Drone Operators
Develop Standard Operating Procedures for Drone Use

3.4 - Implement Emerging Technologies

Research and Procure Predictive Policing or Analytics Tools
Evaluate City-Wide Camera Network Integration
Report Results and Return on Investment to Leadership



Technology, Crime Reduction, and Public Safety

3.5 - Enhance Event Security Operations

Utilize Standard ICS Templates for Large Events
Conduct Pre-event Briefings and Post-event Reviews
Coordinate with Partner Agencies

3.6 - Add Crime Analyst / Intelligence Position

Draft Job Description
Secure Funding and Approval
Recruit, Onboard, and Train Analyst

3.7 - Evaluate the Need for More Focused Crime Prevention Ordinances

Review City Ordinances Related to Public Safety
Identify Gaps or Outdated Provisions
Propose Revisions to City Council or Legal Department



Staffing, Recruitment, and Retention

Maintaining a strong workforce is essential to the department's ability to provide effective public safety services, sustain operational readiness, and meet the evolving needs of the community. Public safety agencies continue to face challenges related to workforce shortages, competitive hiring environments, succession planning, and employee wellness. Developing a comprehensive approach to staffing, recruitment, and retention strengthens organizational stability, supports employee development, and ensures the department remains equipped to meet current and future service demands.

Launch Leadership Development Program

Enhance Recruitment Strategies

Implement Wellness and Retention Program

Align Civilian Growth



Staffing, Recruitment, and Retention

4.1 - Launch Leadership Development Program

Create curriculum for internal supervisor academy
Schedule and conduct training sessions
Evaluate outcomes and adjust content

4.2 - Enhance Recruitment Strategies

Create recruitment marketing plan
Attend job fairs and community events
Use social media for outreach

4.3 - Implement Wellness and Retention Program

Develop and implement mandatory wellness check-in procedure
Work with Responder Support Services for implemenation plan
Continue to expand upon awards ceremony

4.4 - Align Civilian Staffing Growth

Conduct workload analysis for all civilian staff
Recommend additional positions as needed



Community Engagement and trust

Building and maintaining strong relationships with the community is essential to effective policing and long-term public safety outcomes. Trust, transparency, and meaningful engagement strengthen partnerships between the department and the community, improve communication, and encourage collaborative problem-solving. A proactive approach to community engagement helps foster legitimacy, increase public confidence, and create opportunities for shared responsibility in addressing public safety concerns.

Enhance Neighborhood-Based Policing

Conduct Listening Sessions and Surveys

Expand Digital Communication

Partner with Schools and Nonprofits

Recognize Positive Engagement



Community Engagement and trust

5.1 - Enhance Neighborhood-Based Policing

Define enhanced patrol zones

Research viability of liaison officers for residential areas

5.2 - Conduct Listening Sessions & Surveys

Use technology to solicit feedback from the public on community satifaction

Collect and analyze feedback

Share results publicly

5.3 - Expand Digital Communication

Expand social media posting

Maintain and upgrade transparency page

5.4 - Partner with Schools and Nonprofits

Explore creating youth outreach programs

5.5 - Recognize Positive Engagement

Research efficacy of 'Community Partnership Awards"

Look for ways to promote comunity engagement



CONCLUSION

Thank you for taking the time to read this report. I want you to be involved in our department and what makes us great. I am confident that with your help, we will enhance our abilities and broaden our capacity.

Please let me know if there is anything we can do to strengthen our resolve to make this department and this profession the best it can be.

BLAIR MYHAND
CHIEF OF POLICE

